Office of Information Services

Agency 95 - Activity 9540

Presented to House Finance Division III
LOB Room 210 February 14, 2017
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Agenda

► **Overview - Office of Information Services**

► **Key Programs / Services and Support Teams**

► **Medicaid Management Information System (MMIS) & New Heights Eligibility System**

► **System Metrics**

► **Financial Summary**

► **Staffing**

► **Accomplishments**

► **Key Challenges**

Overview – DHHS OCOM Office of Information Services

Mission

Offering information technology (IT) and data management advisory services and support to operational programs and services across DHHS

Objectives

► Provide IT advisory services

► Support program services

► Enable operations; caseload management and tracking

► Ensure regulatory compliance

► Provide systems to support case management lifecycle

► Systematically manage enrollment, eligibility, services, payments

► Oversee data management: collection, storage, exchange, preservation/destruction of DHHS data

Key Program / Services Support Teams

Information Services Support Teams

► Medicaid Management Information Services (MMIS) – claims payment

► Integrated Eligibility System (NEW HEIGHTS) – determine eligibility

► Child Support (NECSES) – pay child support

► DCYF (BRIDGES) – case management and support

► Long Term Care (Options) – case management and support

► New Hampshire Hospital (EHR) – patient care and supportive systems

► PMO – project management office

► LEAN – Operational excellence, continuous improvement

► Security & Data Management - compliance, controls, policy &architecture

Medicaid Management Information System (MMIS)

► MMIS is the mission critical automated system that determines and issues payments to providers and plans as authorized under the Medicaid Program

► MMIS organization ensures that the MMIS is modified effectively and timely to support NH Medicaid Program changes and to meet federal mandates

► MMIS manages recipient enrollment in Medicaid, Managed Care, and Premium Assistance Program Qualified Health Plans and issues ID cards

► MMIS receives and adjudicates medical claims from Providers and determines payment, and the MMIS generates capitated per member per month payments to MCOs and Qualified Health Plans

► MMIS must comply with federal MMIS certification requirements, federal mandates including privacy and security, and identify fraud and abuse.

► Manage enrollment, eligibility, and services for

   ► Medicaid & Medicare Savings Program

   ► Supplemental Nutrition Assistance Program (SNAP)

   ► Temporary Assistance for Needy Families (TANF)

   ► Long Term Care

   ► Child Care Scholarships

   ► State Supplemental Programs

► Client self-service web portal & mobile app enabling citizens to screen/apply for assistance, manage their case, upload documentation, receive notices, enroll in health plans.

► NH EASY is also used by community partners (counties, towns, hospitals, nursing homes, home/community based care providers, case managers, etc.) to provide collaborative care with DHHS in the delivery of services.

System Metrics

Medicaid Management Information Systems - MMIS

Item	Total
Total Number of Active Enrolled Providers	25,994
Total Number Claims Processed Calendar Year 2016	8,444,280
Total MMIS Dollars Paid - Calendar Year 2016	$1,746,186,354

Integrated Eligibility – New HEIGHTS

Item	Total
DHHS Staff System Users	1,100+
Clients (1 in 5 NH residents)	275,000+
System Daily Transactions	750,000
System Volume: rows of data	1.5 Billion
System Volume: client document images	12 Million

Systems and Teams

More OIS Teams & Systems

New Hampshire Hospital

Services include: Direct patient care systems support, including Electronic Health Records, health information exchange, pharmacy records/dispensing, reporting

LEAN

Services include: Facilitates innovation and efficiency through education and process improvement projects

Project Management Office (PMO)

Services include: Provides tools and services that equip and enable senior executives, project managers, and project teams to consistently deliver successful projects that "help citizens achieve health and independence, and support the whole person approach."

Security & Security & Data Management

Services include: Advisory services on technical architecture, legal, regulatory, policy and best practices compliance of contracts and systems that create, collect, exchange, store, preserve or destroy DHHS data.

Systems and Teams

Child Support Services

Services include: Enhancing the well-being of children by assuring that financial and medical support is available through location of parents, establishment of paternity, establishment of support obligations, and enforcement of those obligations. DCSS enforces child support orders, either administratively or judicially, to secure support that is owed by obligors.

- Administrative actions include Wage Withholding, Federal Tax Offset, License Revocation, Credit Bureau Reporting, UC and Insurance Intercept.

- Collections are distributed by a centralized State Disbursement Unit.

- Approximately $90 million is distributed to families who are owed support.

DCYF / Bridges

Services include: Support DCYF staff, partnering with families and communities to provide resources and support that lead to the safety and healthy development of children, youth and the communities in which they live.

- NH Bridges, the State Automated Child Welfare Information System (SACWIS)

- Case management for child protection and juvenile justice

- Resource/Provider management

- Claims payment for Child Protection, Juvenile Justice and Child Care Scholarships

- Management and tracking of staff training

- Interfaces with: Eligibility / New Heights, MMIS, Child Support System (NECSES)

System and Teams

Long Term Care OPTIONS system

Adult Protection Program

Services include: Calls, Intakes and Investigations, Case Management, and State Registry

SSBG and OAA Service Recipients

Services include: Social Services Block Grant (SSBG) and the Older Americans Act (OAA) services; Chore, Homemaker, Emergency Support, In Home Care, Adult Group Day Care, Congregate Meals, Home Delivered Meals, and Transportation
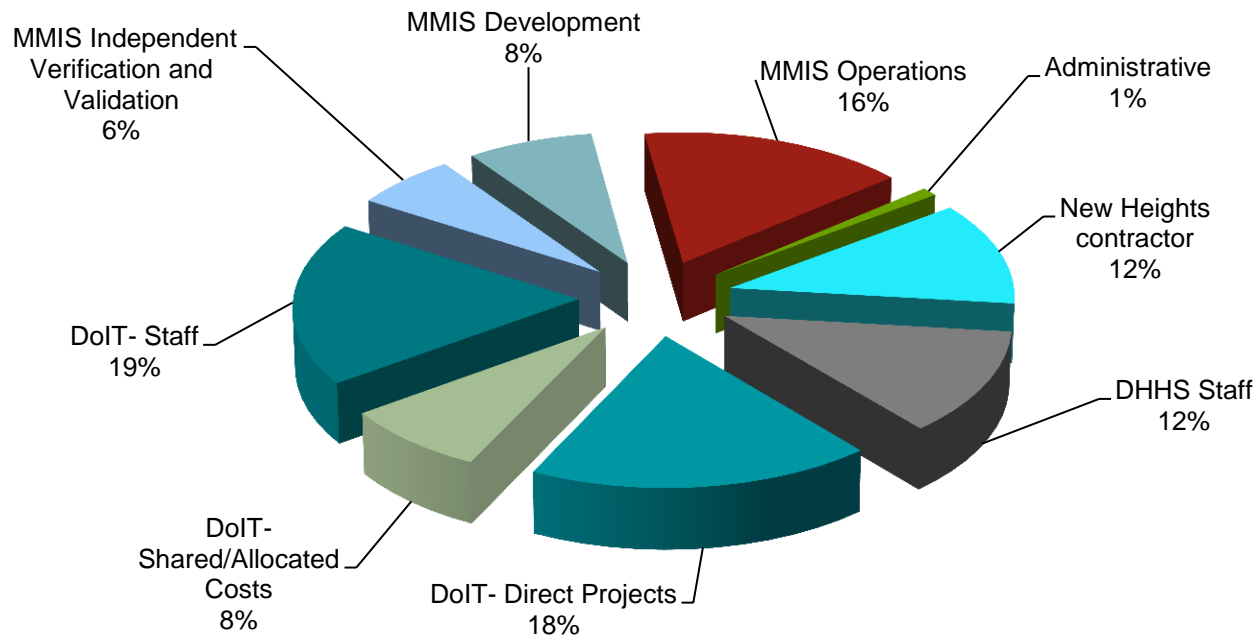
Choices for Independence Waiver Recipients

Services include: Case Management, Skilled Nursing, Home Health Aide, Homemaker, Personal Care, Respite Care, Residential Care, Supported Housing, Personal Emergency Response Systems, In Home Care, Adult Group Day Care, Home Delivered Meals, Home Modifications, and Transportation

Funds by Functional Area

Pie chart legend:
- MMIS Development 8%
- MMIS Independent Verification and Validation 6%
- MMIS Operations 16%
- Administrative 1%
- New Heights contractor 12%
- DHHS Staff 12%
- DoIT- Staff 19%
- DoIT- Shared/Allocated Costs 8%
- DoIT- Direct Projects 18%

Total	SFY 16 Actual	SFY 17 Adjusted Authorized	SFY 18 Agency Request	SFY 18 Governor's Budget	SFY 19 Agency Request	SFY 19 Governor's Budget
Total Funds	$75.5 m	$57.4 m	$70.3 m	$63.1 m	$67.8 m	$63.5 m
General Funds	$27.3 m	$24.4 m	$28.1 m	$24.4 m	$27.7 m	$24.8 m
Amounts in millions						

Major Accounting Units – Office of Information Technology

Major Accounting Unit	SFY16 Actual	SFY 17 Adjusted Authorized	SFY18 Agency Request	SFY18 Governor's Request	SFY19 Agency Request	SFY19 Governor's Request
9540-5952 Office of Information Technology	$27.3 m	$24.4 m	$28.1 m	$24.4 m	$27.7 m	$24.8 m

Amounts are General Funds only and in Millions

OIS Functional Unit	# Positions Filled / Vacant (Positions are Full Time unless otherwise noted)
BRIDGES	7/0
MMIS System Support	2 part time/6
NECSES	7/0
New HEIGHTS	22/0
NHH	9/0
OPTIONS	4/0
Operations	14/3
Total Positions	**64/9**

Total Positions 73, Vacancy Rate 12%. In SFY18-19 8 positions were unfunded

Key Accomplishments

Over $1.7 Billion Medicaid payments issued CY'16

Streamlined Delivery: Online Eligibility, In-Office Automation

Numerous state/fed mandates implemented with quick turnarounds (PAP, NEMT, Managed Care, etc.)

Long Term Care Systems Transition / Consolidation

Acceptance of project management discipline to ensure successful critical initiatives

Major Challenges

Governance and Organizational Portfolio Management

Information Technology Security

End of Life: Hardware, Software, Contracts (MMIS, DCYF, etc.)

Rationalization of Legacy and Disparate/Duplicative Systems

Federal/State HHS mandates evolve rapidly requiring IT agility

Increased DCYF caseloads and coverage needs